

# The REGISTRY

October - December 2024

A Publication of  
**URSB**  
UGANDA REGISTRATION  
SERVICES BUREAU



ArchBishop Kazimba Mugalu delivers his sermon during the URSB annual prayer breakfast and thanksgiving service held at the Uganda Business facilitation in Kololo

**“THANKFUL; URSB commemorates a year of excellence with thanksgiving prayers”**

The Uganda Registration Services Bureau (URSB) held its Annual Thanksgiving Prayers, a heartfelt event that brought together staff, board members, and stakeholders to reflect on the year's blessings and renew their commitment to excellence in service.

## **Protection of Copyright and Neighboring Rights Takes Shape:**

The Cabinet approves the Copyright and Neighbouring Rights (Amendment) Bill, 2024,

## **The Role of Intellectual Property in Uganda's Development**

Uganda's National IP Policy 2019 serves as a foundational pillar in this recommitment to innovation, ....

## **NIRA takes over civil registration services from URSB**

The civil registration functions previously handled by the URSB have been officially transferred to the NIRA.

## Registrar General's Foreword



**Our commitment to providing seamless and accessible services has grown stronger, ensuring that all who come to us leave with a sense of confidence and trust.**

Dear Reader,  
As we approach the season of gratitude, we reflect on the countless blessings we've received throughout the year. Thanksgiving is a time to pause, express appreciation, and give thanks for the moments, both big and small, that shape our lives. This year, we at URSB took a moment to offer prayers of thanks for the strength and resilience of our team, for the support from our colleagues, and for the continued growth of the organisation. With Archbishop Kaziimba Mugalu leading the thanksgiving prayers, we were reminded that even in times of challenge, there is always something to be grateful for – whether it's the unity of our workforce, the opportunities we've embraced, or the values we hold dear. As we lifted up our prayers, we were mindful to not only acknowledge our achievements but also express gratitude for the lessons learned along the way.

This year has been a remarkable one for the Uganda Registration Services Bureau (URSB). As the agency tasked with registering businesses, protecting intellectual property, and supporting the formalisation of enterprises, we have continuously strived to fulfil our mandate with excellence. Our commitment to providing seamless and accessible services has grown stronger, ensuring that all who come to us leave with a sense of confidence and trust. We recognise the vital role we play in promoting a supportive business environment, and we are proud of the milestones we've achieved in advancing key sectors of Uganda's economy.

One of the key areas that continues to shape our work is the advancement of intellectual

property (IP) rights. Intellectual property is central to what we do at URSB, and we have made significant strides in raising awareness, protecting the work of creators, and ensuring that intellectual capital is safeguarded. Our mandate to promote and safeguard intellectual property remains at the forefront of our mission, ensuring that inventors, artists, and entrepreneurs have the support they need to protect their creations and grow their businesses.

In line with our continued growth and development, we recognise the importance of evolving alongside the changing needs of our society. As technology advances and business landscapes evolve, so too must the services we provide. We continue to adapt our services to meet the demands of the modern age, ensuring that our registration processes are streamlined, our IP services are up to date, and that all stakeholders can engage with URSB in an efficient and accessible manner. Our team remains committed to ongoing professional development and improvement, ensuring that we stay at the cutting edge of registration and intellectual property services.

As we wrap up 2024, I am excited to announce that during our end-of-year celebration, we took it back to the classics! The URSB team kicked off the festivities with an Old School-themed party. Members of staff relived the past as they stepped into the era of timeless tunes, retro fashion, and nostalgic vibes. We celebrated the year's accomplishments while enjoying all the charm and energy of decades gone by. The memo to staff was to dust off their favourite throwback attire, prepare their dance moves, and get ready for a night of unforgettable fun and camaraderie. This end-of-year party was all about celebrating the moments we had shared and setting the stage for an even brighter 2025!

As URSB continues to grow, we remain dedicated to upholding the values of service, integrity, and innovation. We are deeply grateful for the support of our team, stakeholders, and the wider community. Here's to giving thanks, making memories, and cherishing the good times ahead. We look forward to an even more prosperous and impactful year in 2025 as we continue to provide essential services that drive Uganda's development and ensure that the rights of creators and businesses are always safeguarded. Happy New Year!

*Mercy K Kainobwisha*

**Registrar General.**

## EDITOR'S NOTE



**D**ear Esteemed Readers,  
As we bid farewell to 2024 and reflect on the year's accomplishments, it is with immense gratitude and pride that we present the October to December issue of The Registry Magazine. This edition features the spirit of celebration, innovation, and community that has defined the Uganda Registration Services Bureau (URSB) throughout the year.

We begin by highlighting our annual Thanksgiving service, a cherished tradition that brought together the URSB family to express gratitude for the year's blessings. We were deeply honoured to host His Grace, Archbishop Kaziimba Mugalu, as the chief guest. His uplifting message of unity, faith, and service resonated deeply, reminding us of the importance of gratitude and collective purpose in our work.

This quarter also marked a significant milestone in our efforts to promote intellectual property rights with the successful hosting of the first-ever Geographical Indications (GI) Conference, supported by the World

Intellectual Property Organisation (WIPO). The event brought together key stakeholders to explore the potential of GIs in boosting Uganda's economy, protecting local products, and preserving our rich cultural heritage. It was a testament to URSB's commitment to fostering innovation and safeguarding the unique assets that define our nation.

In another landmark achievement, we proudly launched the first-ever Technology and Innovation Support Centre (TISC) at Comboni College in Lira District. This initiative underscores URSB's dedication to empowering the next generation of innovators by providing them with the tools and knowledge to protect their inventions and contribute to Uganda's technological advancement. The launch of this centre is a step toward fostering a culture of innovation and creativity across the country.

On a lighter note, we invite you to relive the fun-filled end-of-year staff party, where the URSB team stepped back in time to the vibrant eras of the 70s, 80s, and 90s. The event was a delightful mix of music, dance, and laughter, offering a perfect opportunity for staff to unwind and celebrate the year's hard work. It was a reminder of the strong bonds that make URSB a family.

We hope this edition inspires and entertains you as much as it reflects the milestones and memories of the past year.

Wishing you a joyful holiday season and a prosperous New Year!

*Denis Nabende*

**Senior Public Relations and  
Corporate Affairs Officer**

## Core values

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# URSB CELEBRATES YEAR OF SERVICE EXCELLENCE WITH THANKSGIVING PRAYERS

The Uganda Registration Services Bureau (URSB) held its Annual Thanksgiving Prayers, a heartfelt event that brought together staff,

board members, and stakeholders to reflect on the year's blessings and renew their commitment to excellence in service.



Archbishop Kaziimba with URSB Board Members and top and senior management at the URSB Headquarters in Kololo

The ceremony, held at the URSB headquarters in Kololo, was led by Archbishop Stephen Samuel Kaziimba Mugalu, the 9th Archbishop of the Church of Uganda. The event was centred on the theme “Give Thanks in All Circumstances,” which highlighted the importance of gratitude, unity, and faith in overcoming challenges and achieving collective success.

In his keynote sermon, Archbishop Kaziimba urged everyone to remain steadfast in their dedication to serving the nation and to embrace gratitude as a foundation for growth. He emphasized the importance of resilience and faith in navigating life's uncertainties.

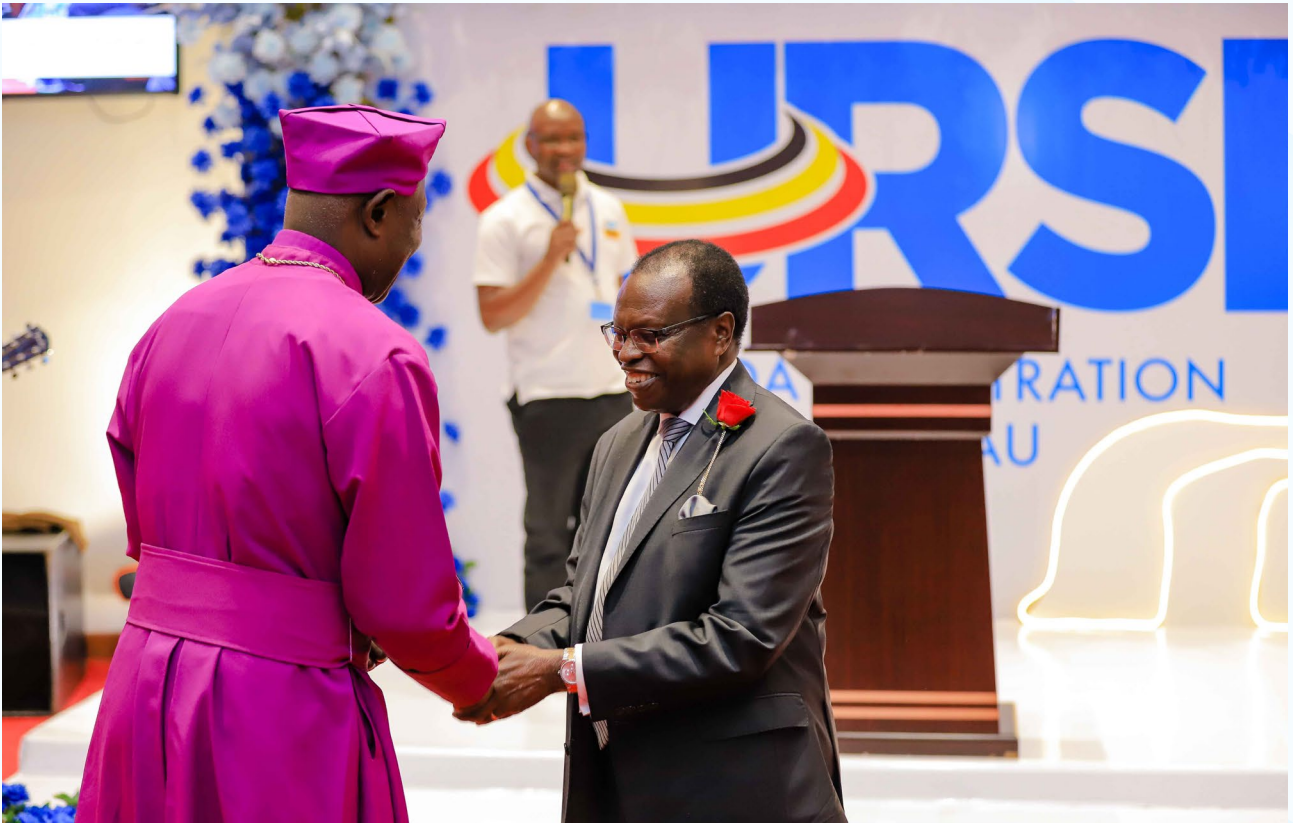
“We must appreciate God for what he has done in our lives,” Archbishop Kaziimba said, adding, “Thanksgiving is an opportunity for us to make this known. Let us create a culture of forgiveness, unity, and empathy, values that God wishes for humanity.”



Archbishop Kaziimba Mugalu was the celebrant of the day

Ambassador Francis Butagira, Chairman of the URSB Board of Directors, applauded management's efforts in driving URSB's vision. He also announced ambitious plans to establish talent and innovation hubs aimed at fostering creativity, entrepreneurship, and professional development.

“We recognise the importance of innovation and creativity in driving economic growth and development,” Ambassador Butagira said. “We plan to establish talent and innovation hubs that will provide a platform for young people to develop their skills and turn their ideas into reality.”



Ambassador Butagira pays his respects to Archbishop Kaziimba

The Registrar General Mercy K. Kainobwiso expressed heartfelt thanks to the board, staff, and stakeholders for their unwavering support. She

reminded staff that URSB's achievements must be anchored in ethical conduct and that their values define them.

“Our values define us,” Ms. Kainobwiso said. “Let us work with honesty and diligence. Our successes are the reason we are here to give thanks and celebrate.”



Ms. Kainobwiso hands Archbishop Kaziimba a Christmas hamper

The Thanksgiving Prayer Breakfast featured prayers, music, praise and worship, motivational speeches, and moments of reflection. The event reaffirmed URSB's commitment to maintaining its core values of integrity, professionalism, and service excellence.

The event was also attended by other dignitaries, including URSB staff, board members, and stakeholders. The atmosphere was filled with joy, gratitude, and a sense of unity and purpose.

As the event came to a close, the participants were filled with a renewed sense

of commitment to serving the nation and upholding the values of integrity, professionalism, and service excellence. The Annual Thanksgiving Prayers had once again served as a reminder of the importance of gratitude, unity, and faith in achieving collective success.



Archbishop Kaziimba poses with congregants made up of URSB staff after concluding the thanksgiving prayers

## GEOGRAPHICAL INDICATIONS SYSTEM KEY TO EXPORTS PROMOTION & ECONOMIC TRANSFORMATION

The Uganda Registration Services Bureau (URSB), in partnership with the World Intellectual Property Organisation (WIPO), hosted the National Conference on Geographical Indications Systems in Uganda at the Protea Hotel in Kampala. The conference was a ground-breaking event, paving the way for popularisation of the Geographical Indications (GIs) system in Uganda.



A panel discussion moderated by Paula Musiitwa, included (L-R) David Muwonge from NUCAFE, Sam Karuhanga from Uganda Exports Promotion Board, Juliet Apolot from URSB and Joseph Mbihayeimaana who represented NARO



A geographical indication (GI) is a distinctive sign used to identify a product whose quality, reputation or other such characteristics relate to its geographical origin. Some globally renowned GIs are Champagne (France), Feta Cheese (Greece), Thai Silk, Penja Pepper (Cameroon).

Uganda's Rwenzori Mountains of the Moon Coffee received the first GI certification in February 2023. Uganda currently has a wide variety of unique, prospective GI products including yellow bananas, shea butter from Acholi, coffee from Bugisu, pineapples from Luwero, passion fruits from Kisoro, honey in Arua, dairy, meat, and the distinctive horn products of the Ankole cow and handicrafts from the many cultures. However, these products have not benefitted from any comprehensive registration that would bring added value from international recognition and commercialisation. With this gap in protection, anyone anywhere could use one of these denominations on their products.

**The significance of this National Conference aimed to support the sensitisation of stakeholders about the imminent value of the GI system in creating business opportunities and new markets for Ugandan products.**



An exhibitor shows his innovations to Minister of Justice and Constitutional Affairs, Hon. Norbert Mao, URSB Board Member Ms. Hope Okeny and Registrar General Ms. Mery K. Kainobwiso during the GI Conference at Protea Hotel

Speaking at the Conference, the Minister of Justice and Constitutional Affairs, Hon. Norbert Mao, who was the keynote speaker, said Uganda has great potential to develop and add value to its many quality products through GIs.

“As Uganda grows and develops, it is crucial that we seize every opportunity to promote our products, protect our local industries, and ensure that the communities from where these GIs originate are the ones that benefit most. Beyond economic gains, GIs also help to preserve and promote cultural heritage,” he said.

“The impact of GIs on the Ugandan economy cannot be overstated. They not only celebrate our unique environmental conditions often referred to as the “Pearl of Africa” but also provide a robust

platform for sustainable development and economic empowerment,” said Hope Okeny, a member of the URSB Board of Directors who represented the Chairman.

The GI system serves as a powerful tool for safeguarding Uganda’s unique products against imitation and misuse, according to the Registrar General, Ms. Mercy K. Kainobwiso.

“By harnessing the power of GIs, we can boost local economies, create jobs, and improve the livelihoods of our farmers and artisans. When consumers understand the authenticity and quality that a geographical indication represents, they are more likely to choose our products over others,” she said, further calling for enhanced awareness and education, collaboration and partnerships as some of the sure ways to promote Uganda’s GI system.



Guests at the Geographic Indications Conference at Protea Hotel

**W**IPO is the United Nations Agency providing services that enable creators, innovators, and entrepreneurs to protect and promote their intellectual property (IP) across borders.

Uganda's GI system has received enormous support from WIPO who offer technical support in terms of capacity building for staff of URSB, providing consultants and technical support to the Rwenzori GIs Association

in the post-registration management of Uganda's first GI (The Rwenzori Mountains of the Moon Coffee GI). Alexandra Grazioli the Director of the Lisbon Registry in the Brands and Designs Sector of the World Intellectual Property Organisation said they would continue to provide training, resources, and financial assistance to develop and maintain quality standards in Uganda that meet GI requirements.



Hon. Mao (centre) poses for a photo with WIPO representatives, URSB Board Members and guests at the GI Conference at Protea Hotel in Kampala

**A**lthough GIs are relatively new to Uganda, our commitment to their protection aligns closely with WIPO's strategy of promoting the GI system as well as the values of GIs globally."

Besides presentations and discussions, there was an exhibition of Ugandan potential GIs

showcasing, the country's many unique products. The conference also allowed stakeholders to table pending issues that need to be addressed through extensive presentations and panel discussions.



## URSB APPLAUDS CABINET'S APPROVAL OF COPYRIGHT AMENDMENT BILL, 2024

The Uganda Registration Services Bureau (URSB) has welcomed the Cabinet's approval of the Copyright and Neighbouring Rights (Amendment) Bill, 2024, a crucial step toward strengthening intellectual property (IP) laws in Uganda. The approval of this Bill is seen as a significant milestone in supporting the creative industry and enhancing the protection of IP rights, aligning with URSB's mandate to promote the formalisation of businesses and protect

intellectual property. The Copyright Amendment Bill, which was returned from the Parliamentary Counsel with overwhelming Cabinet support, aims to provide better protection for creatives, ensuring their intellectual property is upheld and properly compensated. URSB, as the national authority responsible for IP registration and enforcement, is poised to play a key role in implementing the changes once the Bill becomes law.

The Bill now awaits publication in the Uganda Gazette, after which it will proceed to Parliament for debate and eventual enactment. URSB's continued involvement in IP-related matters will ensure that the interests of creators are safeguarded and that Uganda's IP framework remains robust and up-to-date.

# GROWING INNOVATION: URSB LAUNCHES FIRST- EVER SECONDARY SCHOOL TECHNOLOGY, INNOVATION SUPPORT CENTRES IN LIRA

The Uganda Registration Services Bureau (URSB) has proudly launched the first-ever Secondary School Technology and Innovation Support Centres (TISCs) at Comboni College and Dr. Obote College in Lira District.



A student demonstrates a solar-powered prototype system developed as traffic lights to ease congestion on major roads

This initiative aims to foster a culture of innovation among students, equipping them with the necessary skills and resources to explore technology and entrepreneurship.

The launch event at Comboni College, presided over by the Bishop of Lira Catholic Diocese, Santus Lino Wanok and the URSB Deputy Registrar General, Mr. Alex Anganya, attracted a diverse group of stakeholders, including educators, local leaders, students, and members of the community.

The centres are designed to serve as hubs for innovation, providing students with access to modern technological tools, training programmes, and mentorship opportunities that will enhance their creative capacities.



Bishop Wanok and URSB Deputy Registrar General, Mr. Alex Anganya

The TISC programme avails innovators and researchers with high quality information resources about inventions and innovations that have been developed in the various fields of technology to avoid wastage of limited resources but instead develop already existing technologies.

This is through providing patent databases and science journals with over 100 million documents with patent information. This information cannot be accessed on other search engines like Google.

During the launch, students showcased their inventions developed through their Robotics Club, which was started two years ago to enhance innovation by the science students.



Student demonstrates hands-free dust bin that alerts users once it's full

They unveiled groundbreaking innovations including a solar concentrator for cooking food using solar energy, an automated garbage management system, an intruder alert security system for homes, a traffic light control system as well as a 500-watts electric generator for lighting, charging phones, and powering domestic electrical appliances.

The success of these projects has motivated the college to secure intellectual property protection and a utility model application has since been submitted to URSB for approval.

Speaking at the launch, Bishop Wanok applauded URSB for supporting creativity of young people, and added that the placement of an innovation centre at Comboni College would provide motivation for more innovations.

Mr. Alex Anganya, the URSB Deputy Registrar General emphasised the importance of nurturing young talent in the field of technology and innovation.

“This centre represents our commitment as URSB to empowering the next generation of innovators and entrepreneurs.

By providing them with the right environment and resources, we are investing in Uganda’s future and stimulating economic growth,” he said.

**The centres will offer a variety of services, including workshops on product development, and intellectual property rights.**



URSB Director Intellectual Property, Mr Gilbert Agaba, addresses the gathering

Students will have the opportunity to engage in hands-on projects, collaborate with peers, and learn from industry

experts, creating a dynamic learning environment that encourages creativity and problem-solving.

In addition to promoting technological skills, the centre aims to raise awareness about the importance of intellectual property protection.

URSB will continue to provide guidance to students on how to safeguard their innovations and navigate the processes related to registration and patenting. This knowledge is crucial for aspiring entrepreneurs looking to turn their ideas into viable business ventures.



Students of Comboni College in Lira are the beneficiaries of a new technology centre

Local educators and community leaders expressed their enthusiasm for the initiative, recognising the potential impact it will have on students’ futures.

By fostering a culture of innovation, the centres aim to empower young people to contribute meaningfully to Uganda’s economy and society.

As the initiative unfolds, it is expected to inspire a new generation of innovators who will play a vital role in driving economic development and addressing local challenges through creative solutions.

# THE ROLE OF INTELLECTUAL PROPERTY IN UGANDA'S DEVELOPMENT

By Allen Asimwe



October 8, 1962 was an ordinary day like any other. As the day wore on, anticipation and excitement began to fill the air as the territory prepared for a historic moment. The following day, October 9, 1962, Uganda emerged as a sovereign nation, brimming with limitless potential for prosperity.

On Wednesday, October 9, 2024, 62 years later, Uganda is celebrating her independence under the theme “A Recommitment to Secure and Fortify Our Destiny.”

Like many things with the potential to change the course of the nation, creativity and innovation are heralded as pivotal to the attainment on any vision. Intellectual Property (IP), referred to as the creations of the human mind, is one such crucial enabler that could play a significant role in shaping the nation's future. Inventions, literary and artistic works, designs, and symbols, names, and images used in commerce all embody the creative endeavours of the Ugandan people.

This year's independence theme embodies the need for innovative IP protections to safeguard Uganda's intellectual assets and secure its place in the global economy. IP protection fosters creativity, innovation, and entrepreneurship, which are key drivers of economic growth, particularly as Uganda navigates an

increasingly competitive global landscape and makes inroads into the knowledge economy.

The youthful population, that is the backbone of a thriving creative sector, presents immense potential for innovation. However, without deliberate effort to support the utilization of the robust IP frameworks, this potential may remain untapped.

Uganda's National Intellectual Property Policy 2019 serves as a foundational pillar in this recommitment to innovation, aiming to create an environment where creativity and innovation can thrive. The policy's primary objectives are to provide equitable access to IP resources for creators and inventors, promote research and development, and ensure that both local and international stakeholders can contribute to Uganda's economic advancement.

Uganda Registration Services Bureau (URSB), plays a key role in implementing the National Intellectual Policy. URSB offers services that help creators, inventors, and entrepreneurs protect their innovations, trademarks, and artistic works. These services, which include IP registration and enforcement aligned with the policy's goal of fostering a supportive ecosystem for creativity and innovation.

The National IP Policy goals also depend on an up-to-date legal framework including the Copyright and Neighbouring Rights Act, the Trademarks Act, the Industrial Property Act, and the Geographical Indications Act, all of which serve to empower Ugandan creators and innovators to translate their ideas into tangible economic value.

With a growing young population and diminishing natural resources, wrought on by climate change and other factors, the opportunity for securing the future partly lies in harnessing our peoples creativity and ingenuity (a resource of infinite possibilities) to intervene in the priority sectors of agro-industrialisation, tourism development, knowledge based economy through science technology and innovation and mineral based development. In this context, intellectual property rights catalyse these interventions by incentivizing

problem solving and product development that drive economic activity.

As Uganda commemorates its independence, it is also an opportune moment to reflect on the untapped potential of our indigenous knowledge and cultural expressions. Uganda's rich cultural diversity, expressed through art, music, and traditional knowledge is a valuable national asset for which Uganda and Ugandans will always have a competitive advantage. Use of IP rights to protect aspects of this traditional knowledge and cultural expressions not only preserves the nation's heritage but also creates opportunities for economic empowerment of our local and indigenous communities. By transforming cultural expressions into commercial assets, Uganda can leverage its heritage for national development, significantly contributing to the economy.

URSB offers a range of services to support the protection, education, and enforcement of IP rights. Educating Ugandans about IP is essential to building a culture that values creativity and innovation. Through its services, URSB ensures that creators are aware of their rights and can benefit from their innovations, whether they are technological advancements, artistic works, or cultural heritage. The protection of IP rights is crucial for fostering confidence in commerce, as it enables businesses to engage in the market knowing that their creations are secure from infringement.

In conclusion, as Uganda marks its 62nd Independence Day, the theme «A Recommitment to Secure and Fortify Our Destiny» underscores the importance of IP in national development. The National IP Policy provides a framework that fosters creativity, innovation, and economic growth. By safeguarding intellectual creations, Uganda can unlock the potential of its people, boosting productivity, job creation, and sustainable development. This recommitment to IP is essential for securing Uganda's future and fortifying its destiny as a thriving and innovative nation.

# THE UGANDA REGISTRATION SERVICES BUREAU'S CONTRIBUTION TO DISPUTE RESOLUTION

*By Solomon Muliisa, Senior Registration Officer*

The Uganda Registration Services Bureau (URSB), established by the Uganda Registration Services Bureau Act, plays a pivotal role in both registration and dispute resolution. While primarily known for its registration functions, the URSB is also empowered to resolve disputes in various areas, including company law and intellectual property rights, under specific statutes. These statutes include the Companies Act Cap 106, the Trademarks Act Cap 225, the Copyright and Neighbouring Rights Act Cap 222, the Industrial Property Act Cap 224, and the Geographical Indications Act Cap 225.

## Dispute Resolution in Company matters

Under the Companies Act, the Registrar of the Companies is empowered to adjudicate several types of company disputes, including:

### **1. Minority Oppression Petitions:**

These involve claims where minority shareholders allege that their interests are being unfairly disregarded or prejudiced. A petition for a claim of minority oppression is brought under section 243 of the Companies Act and must not be confused with petition for prejudicial conduct under section 244, where the jurisdiction lies with the High Court.

### **2. Rectification of the Register:**

The Registrar handles applications seeking to correct errors or omissions in the company register. These are filed under the Companies (Power of the Registrar) Regulations, 2016.

### **3. Company Name Disputes:**

The Registrar resolves conflicts over companies registered with similar or identical

names. These are guided by provisions of section 35, 36 and 38 of the Companies Act.

#### **4. Investigations of Mismanagement:**

Where allegations of mismanagement arise, the Registrar can initiate an investigation into a company's affairs upon request by an aggrieved party. Sections 168-176 of the Companies Act guide this process.

#### **5. Applications for extension of time to file debentures.**

Timely filing of debentures is important for the public. As such, the Companies Act sets timelines for filing such debentures with the Registrar of Companies. Where one anticipates that he or she may not file in time, they have a right to file an application seeking extension of time and under section 107 of the Act, the Registrar will determine the same considering the circumstances that led to such delay.

## **Dispute Resolution in Intellectual Property matters**

The URSB also has a significant role in resolving intellectual property disputes under four key statutes:

#### **1. The Trademarks Act:**

The Registrar has jurisdiction to hear objections or oppositions to trademark registrations under section 12 of the Act, as well as applications seeking the cancellation of registered trademarks under section 88 of the Act. The Registrar also determines request for extension of time to undertake processes under the Act under Regulation 79 of the Trademark Regulations 2023.

#### **2. The Geographical Indications Act:**

The Registrar is empowered to resolve objections to the registration of geographical indications brought under section 10 of the Act.

#### **3. The Copyright and Neighbouring Rights Act:**

The URSB handles disputes objecting the registration of copyright. These are filed under

rule 6 of the Copyright and Neighbouring Rights Regulations 2010.

#### **4. The Industrial Property Act:**

This statute covers applications for patents, utility models, and industrial designs. The Registrar can resolve disputes over these rights in accordance with the Industrial Property Act and Industrial Property Regulations 2017. See section 37 and 65 (3) of the Industrial Properties Act and regulation 48 of the Industrial Properties Regulation 2017.

## **URSB as a Quasi-Judicial Body**

While the public often views the URSB primarily as a registration authority, it also functions as a quasi-judicial body in the areas mentioned above. Its dispute resolution mandate is directly tied to its role as the custodian of key registries for businesses and intellectual property in Uganda.

The URSB's expertise in company governance, intellectual property, and insolvency law ensures that it can handle disputes efficiently and professionally. Moreover, the URSB's maintenance of these registries provides it with a reliable source of evidence when resolving disputes.

## **Advantages of Using the URSB Dispute Resolution platform**

#### **1. Cost-Effective and Accessible**

One of the primary reasons the public should embrace the URSB's dispute resolution services is that it offers a cost-effective alternative to traditional litigation. Court cases in Uganda can be expensive, with high legal fees, court charges, and associated costs. For individuals and small businesses with limited resources, URSB's simplified procedures involve significantly lower costs. Additionally, unlike court litigation, which often involves complex legal formalities, URSB's processes are more straightforward, reducing the chances of technical dismissals.



## 2. *Faster Resolution of Disputes*

Uganda's courts are often burdened with a backlog of cases, leading to long delays. A case that could take years to resolve in court can often be settled within months at URSB. The ability to resolve disputes quickly reduces uncertainty for businesses, enabling them to continue operations without being bogged down by prolonged legal battles.

## 3. *Encouraging Amicable Settlement*

URSB promotes the use of negotiation and mediation in dispute resolution. This approach encourages parties to resolve their disputes amicably, preserving business relationships that might otherwise be damaged by adversarial court processes. The flexibility in URSB's

dispute resolution framework often leads to a timely decision.

## 4. *Accessible precedents*

While decisions of the Registrar resulting from exercise of quasi-judicial are not binding precedents, they may be persuasive and could guide litigants and advocates in preparation of their cases both before the Registrar and Court of law. As such, URSB in partnership with the Judicial Training Institute, has provided a slot at Uganda Legal Information Institute (ULII) website for uploading decisions of URSB's quasi-judicial decisions for public access. These can be accessed at <https://ulii.org/judgments/UGRSB/>

## Conclusion

URSB plays an instrumental role in providing a streamlined, cost-effective, and efficient platform for resolving disputes in company law and intellectual property matters. In a business landscape where delays and high litigation costs can negatively impact business operations, the URSB offers a vital alternative that promotes business continuity, sustainability, and overall economic growth. By embracing the URSB's dispute resolution services, businesses and individuals can avoid the pitfalls of costly and time-consuming litigation, ensuring that disputes are resolved efficiently and in a manner that supports Uganda's economic development.

*Solomon Muliisa — Senior Registration Officer in the Directorate of Business Registration in charge of company disputes.*

# NIRA TAKES OVER CIVIL REGISTRATION SERVICES FROM URSB



The civil registration functions previously handled by the Uganda Registration Services Bureau (URSB) have been officially transferred to the National Identification and Registration Authority (NIRA).

This change is part of government's efforts to consolidate civil registration services under one entity for improved efficiency and better service provision.

The transferred responsibilities include the registration of marriages (customary, church, Muslim, and Hindu), licensing of public places of worship for marriage celebrations, issuance of civil status letters, and the registration of Muslim and Hindu devotees.

The transfer also includes solemnisation of civil marriages and the issuance of special licenses. The move is expected to enhance the coordination and management of civil registration services in Uganda.

Some of the staff at URSB who were performing the marriage services at the Bureau were transferred to NIRA.

# URSB EXTENDS SUPPORT TO MENGGO BABIES' HOME

The Uganda Registration Services Bureau (URSB) has once again demonstrated its commitment to community welfare by donating food supplies, medicines, and child-care items to Menggo Babies' Home. This generous gesture forms part of URSB's ongoing Corporate Social Responsibility (CSR) programme aimed at improving the lives of vulnerable groups across the country.



URSB staff interact with the children as they enjoy some refreshments

Speaking at the handover ceremony, Stella Kakwezi Olimi, Manager Chattels Securities Registration, who represented the Registrar General, emphasised the importance of supporting charity organisations such as Menggo Babies Home, which play a critical role in providing care and protection to abandoned and orphaned children.

“Our contribution to Menggo Babies Home underscores our belief that businesses and organisations have a responsibility to contribute meaningfully to society. These donations are more than just items; they symbolise our commitment to nurturing the future generation of Uganda. URSB's Corporate Social Responsibility campaigns have over the years supported diverse community needs in the areas of health, education and social welfare,” Ms. Olimi said.

The donation included essential food items to cater to the nutritional needs of the children, medicines to support the health and wellness of the infants as well as child-care essentials such as soap and hygiene products.



Ms. Olimi hands over the donated items to the Sanyu Babies' Home Director

Barbara Nankya Mutagubya, the Director of Menggo Babies Home, expressed gratitude for the support and highlighted the positive impact such contributions have on the children's lives.

“This donation from URSB comes at a crucial time and will go a long way in addressing the daily needs of the children under our care. We are deeply thankful for this thoughtful act of kindness. We are proud of this thoughtful gesture that will go a long way in ensuring our children have a wonderful festive season,” the Director said.



Ms. Mutagubya guides URSB staff on a tour of the children's sleeping quarters

# URSB CELEBRATES DIGITAL TRANSFORMATION DURING CUSTOMER ENGAGEMENT WEEK

The Uganda Registration Services Bureau (URSB) held a successful Customer Engagement Week from December 4 to 6, 2024. This event aimed to improve customer experiences and highlight

the bureau's digital changes. It took place in all URSB offices and six regional locations, where clients learned more about the organisation's digital services.



URSB staff help customers to access online registration services at the Georgian House office in Kampala

The theme was “Celebrating Digital Transformation.” The goal was to gather client feedback and help users understand URSB’s online services. Some activities

included collecting feedback through surveys, campaigning on the streets, and showing how URSB’s digital services work.



The registration hall where customers were received and their concerns addressed

Representatives from different URSB departments were there to share helpful information. These included Business, Insolvency, and Intellectual Property, who set up hands-on help stations in key areas to

offer direct support. Clients could also ask questions one-on-one. To make the event more enjoyable, clients received branded gifts, which made them feel appreciated.



Director Business Registration, Mr Mustapher Ntale, handed over gift hampers to some customers in celebration of the festive season

The engagement week was a success. Many clients learned about the benefits of URSB's digital services and opened new accounts. The

feedback collected was valuable. It showed how users felt and pointed out areas that could be better.



URSB staff educated business owners about the benefits of registering their businesses

The event had some problems because of network connectivity issues at Georgian House. This made it hard for people to access online services. To solve this, the URSB plans to improve its technical setups for future events. They also want to reach out to more places across Uganda.



Customer Engagement Week is about building better relations with clients

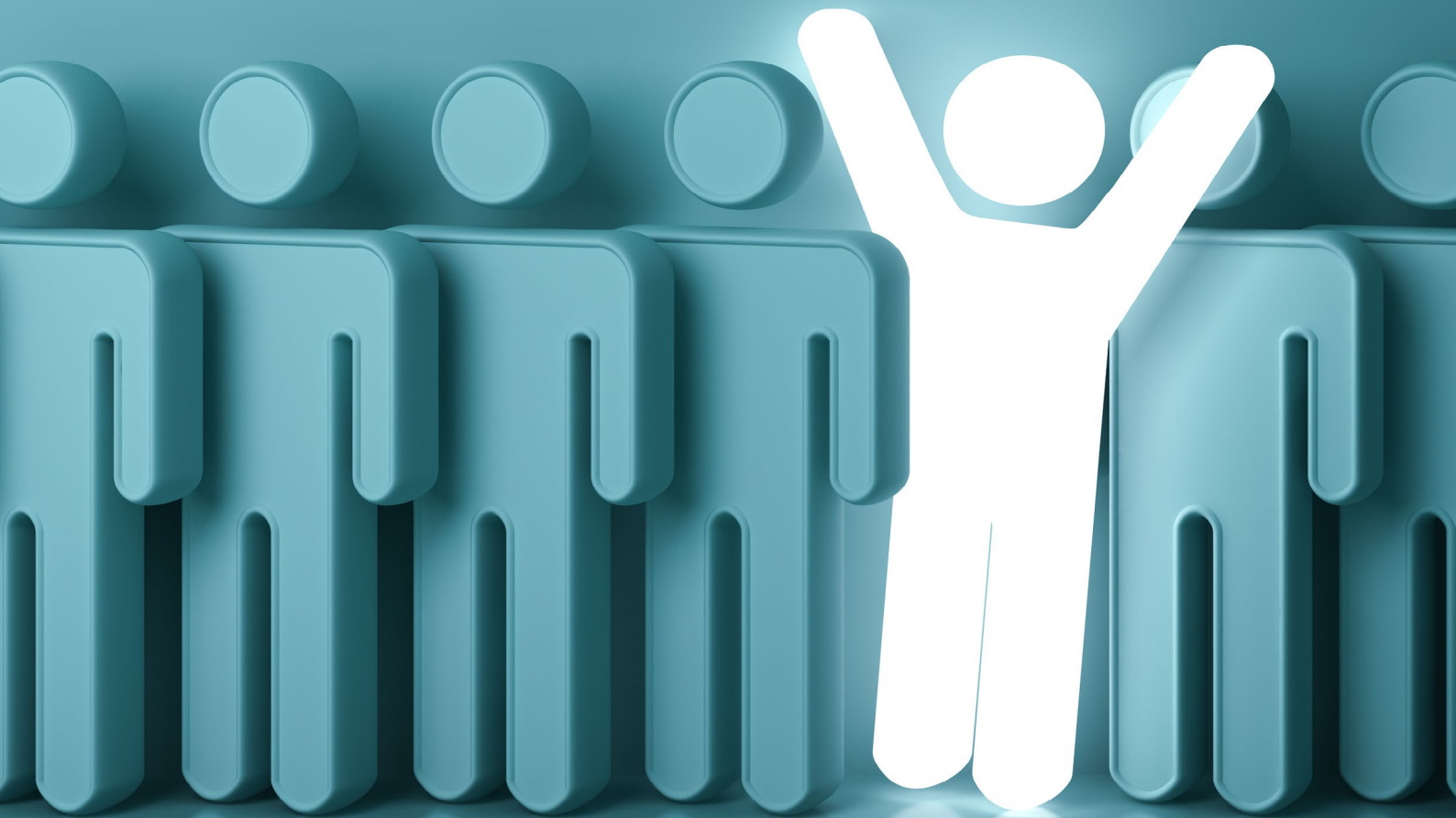
The 2024 Customer Engagement Week showed that URSB cares about going digital. It also helped them build better relationships with their clients. To make future

events even better, they need to tackle the connectivity problems. This way, everyone can have a smoother experience.



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# URSB STAFF UNITE IN CELEBRATION AT END-OF-YEAR OLD SCHOOL-THEMED FUNKY PARTY

By Steven Douglas Baryevuga

The Uganda Registration Services Bureau (URSB) closed the year in style with a vibrant Old School-Themed Funky Party, bringing together staff from all levels to celebrate a year filled with remarkable achievements, teamwork, and

shared success. The event, held in a lively and nostalgic atmosphere at the picturesque Nican Resort in Lweza, served as a moment of appreciation, reflection, and bonding among colleagues.



The PR Unit grooves through time with a blast from the past

Dressed in retro outfits inspired by different decades, URSB staff embraced the old-school spirit, rekindling the joy of past eras with classic music, vintage fashion, and themed décor. The party was not just about fun—it was

an opportunity for team members to unwind, interact across directorates, and recognise the collective efforts that have driven URSB's success throughout the year.



Top management join board members and the Registrar General to cut cake

The afternoon-long party that kicked off with a cocktail with the drinks on offer named after URSB services; IP brain buster, OBRS kicker, Spotlight thriller, SIMPO sweet, Insol King and Baskerville Champions, saw excited staff thronging in as early as 3pm. With a photo booth that remained the favourite spot, mostly for the females, with décor including a spin-dial phone, a black and white television set, a radio cassette, draped chairs and an accordion, cheerful revellers used the opportunity to rekindle the 70's and 80's.



The Registrar General, Ms. Mercy K. Kainobwiso, shows off her Award of Exemplary leadership

## A Celebration of Achievements

In her remarks, Registrar General Ms. Mercy K. Kainobwiso commended staff for their dedication and commitment to service excellence. She highlighted the milestones achieved in 2024, including advancements in business registration, enhanced intellectual property services, stakeholder engagement initiatives including trainings for business rescue and after care services and digital transformation efforts that have streamlined operations.

**“We have worked tirelessly to improve our services, simplify registration processes, and extend our reach to more Ugandans. Tonight, we celebrate these wins, but more importantly, we celebrate you—the team behind URSB’s success,”** She said.



Staff were presented with certificates for excellent performance

Ms. Hope Okeny, a member of the Board of Directors who represented the Chairman, said she was glad to witness staff freely interact away from the workplace. In her speech, she assured them that the board cared about all initiatives that enhanced organisational growth, career progression, welfare and skills improvement. “I see happy faces today. This is proof that our workplace is one that promotes team, accountability and integrity, values that we all believe in. On behalf of the board, allow me thank you all for the many milestones we achieved in 2024 and look forward to a great 2025,” she said.

## Unforgettable Moments

The night featured exciting activities, including a best-dressed contest that saw Daniel Nasasira and Fiona Nakyazze walk off with the best dressed and female prizes respectively, dance-offs, and fun throwback games that brought a sense of nostalgia and friendly competition. The highlight of the evening was a special staff recognition segment, where outstanding performers were awarded for their contributions to URSB’s growth.



Board Member Ms. Hope Okeny presented gifts to the best dressed female, Fiona Nakyazze, and the best dressed male, Daniel Nasasira

From seasoned employees to new team members, the celebration created a warm and inclusive environment where everyone felt valued. “This was a perfect way to wrap up the year. The theme was fun, and it reminded us that while we work hard, it’s important to take time to celebrate our efforts,” said Allan Kakungulu, who chaired the party organising committee.

### Looking Ahead to a Brighter Year

As the event drew to a close, there was a strong sense of optimism for the year ahead. With renewed energy and a strengthened team spirit, URSB looks forward to building on its achievements and furthering its mission in the coming year.



URSB staff enjoying the party

The Old School-Themed Funky Party was not just a party—it was a testament to the unity, resilience, and dedication of URSB’s workforce. As the entity

enters a new chapter, the spirit of celebration and collaboration will continue to drive its success. Here’s to another year of excellence at URSB!





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- ▶ Mbarara- Plot 1, Kamukuzi Hill
- ▶ Mbarara- Plot 1, Kamukuzi Hill
- ▶ Kasingo District Headquarters, Hoima Service Uganda Centre
- ▶ Gulu – Plot 6B Princess Road
- ▶ Masaka -Plot 28, Edward Avenue, Mayor's Chambers

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